



FULL FLIGHT  
COUNSELLING SERVICES

ABN:74023770304

## Privacy Policy

Full Flight Counselling Services is committed to providing high-quality, confidential support. This Privacy Policy outlines our ongoing obligations to you regarding how we collect, use, store, and protect your Personal Information.

We comply with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). These principles govern the way we handle your Personal Information throughout your engagement with our services. A copy of the APPs is available from the Office of the Australian Information Commissioner: [www.oaic.gov.au](http://www.oaic.gov.au)

### What is Personal Information and Why We Collect It

Personal Information is information or an opinion that identifies an individual. Examples include:

- your name
- address and contact details
- email address
- phone number
- emergency contact information
- referral information
- relevant personal or health information shared during intake or sessions

We collect this information for the primary purpose of:

- providing counselling and related services
- maintaining accurate client records
- communicating with you regarding appointments, updates, or service information

We may also use your information for secondary purposes closely related to the primary purpose, where you would reasonably expect such use. You may unsubscribe from marketing or mailing lists at any time.

Whenever we collect Personal Information, we will explain why we are collecting it and how it will be used, where appropriate and possible.

### How We Collect Personal Information

We collect Personal Information in several ways, including:

- intake forms and direct communication
- online bookings or website forms
- email, phone, SMS, or social media interactions
- subscription to newsletters or mailing lists

- cookies and website analytics
- referrals from third parties (e.g., GPs, allied health professionals) where consent has been provided

We do not guarantee the privacy practices of external websites or third-party platforms.

### Sensitive Information

Sensitive Information includes information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, membership of professional bodies, criminal record, or health information.

Sensitive Information will only be used:

- for the primary purpose for which it was obtained
- for a secondary purpose directly related to the primary purpose
- with your consent
- where required or authorised by law

### Third Parties

Where reasonable and practicable, we will collect Personal Information only from you. However, in some circumstances we may receive information from third parties (e.g., referrers, health professionals). In such cases, we will take reasonable steps to ensure you are aware of the information provided to us.

### Disclosure of Personal Information

Your Personal Information may be disclosed in the following circumstances:

- with your consent, such as when coordinating care with another health professional
- where required or authorised by law, including situations involving serious risk of harm, mandatory reporting obligations, or court orders

We do not sell or share your information for advertising or unrelated purposes.

### Security of Personal Information

Your Personal Information is stored securely and protected from misuse, loss, unauthorised access, modification, or disclosure.

When your information is no longer required for the purpose for which it was collected, we will take reasonable steps to destroy or permanently de-identify it. However, most client records must be retained for:

- a minimum of 7 years for adults, and
- until the client turns 25 for children, in accordance with professional and legal obligations.

### Access to Your Personal Information

You may request access to the Personal Information we hold about you, and request corrections where necessary. Please contact us in writing to make a request.

Full Flight Counselling Services will not charge a fee for access requests but may charge a reasonable administrative fee for providing copies.

To protect your privacy, we may require identification before releasing information.

## Maintaining the Quality of Your Personal Information

We aim to ensure that your Personal Information is accurate, complete, and up to date. If you believe any information we hold is incorrect or outdated, please notify us as soon as possible so we can update our records.

## Policy Updates

This Privacy Policy may be updated periodically. The most current version will always be available on our website.

## Complaints and Enquiries

If you have questions, concerns, or complaints about our Privacy Policy or how your Personal Information is handled, please contact:

Full Flight Counselling Services

Email: [fullflightcs@gmail.com](mailto:fullflightcs@gmail.com)

Phone: 0416 925 983

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